

“Let Your Senior Spirit Soar” at the 2009 Conference on Aging

May is Older Americans Month, a time to celebrate both the gifts and the challenges of being 60+. You are cordially invited to attend the Ninth Annual NH Conference on Aging, “Maximizing Your Potential: Let Your Senior Spirit Soar”, scheduled for **Thursday, May 28, 2009** at the Radisson Hotel in Manchester, NH.

More than 750 people attended last year’s conference, and numbers are expected to increase this year.



exciting opportunities for learning and networking. We want to provide information and supports that will help people live fully, and as independently as possible, as they age.”

Workshops for the 2009 conference have been chosen based on feedback provided by conference attendees last year, and include, among others: “Secrets of Stress Management”, “Medicines & You-You Have The Power!”, “Lighten Up: Practical Tips and Tools for Living with Vision Loss” (*please note that these first three workshops will be offered in both the morning and afternoon sessions*), “Assistive Technology: Promoting Independence and Safety In The Home”, “Plan Today to Enjoy Tomorrow”; and “Learning Later, Living Greater”.

Dr. Steven Bartels, Medical Director for the NH Bureau of Elderly and Adult Services and the Director of the Centers for Health and Aging at Dartmouth, will provide an overview of new statewide wellness initiatives for New Hampshire seniors. Dr. Bartels will also describe innovative training programs designed to improve the capacity and skills of the health and social service workforce serving New Hampshire seniors.

More than 80 senior-focused organizations are expected to fill the Center of New Hampshire’s Armory, displaying a wide variety of services, products and opportunities available for seniors and caregivers. The conference agenda will include more time to view the exhibits.

The deadline for conference registration is **May 11. Due to planning needs, registrations cannot be taken at the door.** Registration fees are \$20 for people age 60 and older and \$50 for all others. This fee includes admission to all conference events, including continental breakfast and lunch. By popular demand, The Hillcrest Terrace Tones, a group of older musicians led by Paul Bordeleau, will return to provide entertainment.

continued on Page 2

Coming Home: Celebrating A Return To Community Living

In 2007, the NH Department of Health and Human Services implemented the New Hampshire Community Passport Program, which helps people transition from institutional care to community-based care (see the article on this page). Three people who participated in this program shared their stories:

Brenda is 47 years old. She was in a rehabilitation facility from October 2007 until May 2008, when she transitioned to her own apartment in Manchester. Some necessary kitchen and bathroom modifications were made to the apartment before she moved in. At first, Brenda felt overwhelmed by the number of people involved in her transition, but she appreciated the professional coordination and advice that she received every



step of the way. She reports that she is very happy to be home, and says that although transitioning is hard work, people can be successful if they stick with it. “If I can do it, anyone can!”

Luc, age 64, transitioned from a nursing home back to his own apartment in June 2008. This is near the area where he used to live, and to his many friends. Luc appreciated the fact that his ideas and concerns were taken into consideration throughout the decision process. His plans for the future? After working in the construction field for over 20



years, he would now like to teach or get a job supervising construction crews.

Agnes is 96 years young! She entered the hospital in January 2008 after breaking her hip. Following a stay at a rehabilitation facility, she transitioned back home with her daughter and son-in-law in August 2008. She is determined to stay healthy and not fall again! Agnes’ children and grandchildren live nearby and visit on a daily basis. She likes to go out for rides with them and to see the seasons change.



Inside this Issue

| | |
|---|---|
| SCOA Membership Update | 2 |
| Vaughan Award Nominations Sought | 2 |
| “Side by Side” Series Offered | 2 |
| “Aging In Focus” Photo Contest | 2 |
| Commissioner’s Corner | 3 |
| EBT Web Portal | 3 |
| The Joy of Learning | 3 |
| Senior Nutrition Programs | 4 |
| Veterans Corner | 4 |
| Medicare & You | 5 |
| Telecommunications Update | 5 |
| Save The Date | 5 |
| Letters to ServiceLink | 5 |
| Avoid Stimulus and Tax Return Scams | 6 |
| ACOA Meeting Calendar | 6 |
| “That’s Life” | 6 |
| Provider Listings | 7 |
| Directory Page | 8 |

New Hampshire Community Passport Program To Continue

The New Hampshire Community Passport Program was launched in 2007 as a five-year demonstration project funded by the Centers for Medicare and Medicaid Services, under the Money Follows The Person Rebalancing Program and the NH Department of Health and Human Services (DHHS). New Hampshire was one of 31 states to receive the grant. The program helps people who are living in qualified institutions and meet other requirements to transition back to the community.

New Hampshire Community Passport is administered by the NH Department of Health and Human Services, Division of Community-Based Care Services, Bureau of Elderly and Adult Services (BEAS), in conjunction with the Bureau of Developmental Services (BDS).

Kathleen Otte, BEAS Administrator, said that program operations are being evaluated, based on the experiences of the last 18 months, and will be adjusted as necessary to ensure that the program is as effective as possible. “We are very pleased to continue offering New Hampshire Community Passport as a way of providing people with alternatives to institutional care, and to give them more choice and control over where they live and receive services,” she said.

People who are eligible to participate in New Hampshire Community Passport must have resided in a quali-

fied institution (a nursing home, hospital, rehabilitation facility or post-acute rehabilitation facility, or any combination of these facilities) for at least six months, be Medicaid-eligible, and must have expressed interest in moving to an independent community setting.

Participants may include adults and children with chronic health conditions or physical disabilities, including adults with Alzheimer’s disease/dementia, acquired brain disorder or developmental disabilities. Participants must meet the Medicaid clinical standards for nursing home care.

Help is provided to participants to assess their future care needs, locate and select housing, and arrange for community-based services. Some participants may transition back to their own homes or apartments; others may choose a different living arrangement, such as adult family care or supportive housing.

Since New Hampshire Community Passport began operating in 2007, several people have transitioned and are receiving services. Three individuals shared their stories in the article above.

To learn more about New Hampshire Community Passport, contact Kimberly Pooler, Program Manager, at **1-800-351-1888, Ext. 1462** or **email kpooler@dhhs.state.nh.us**

SCOA Membership Update: Ally McNair

In October 2008, Governor John Lynch appointed Ally McNair to the State Committee on Aging (SCOA). Ally represents Hillsborough County, and brings to SCOA her extensive leadership and communication skills, energy and enthusiasm.

"I'm happy to join so many talented and dedicated State Committee on Aging members as they address the concerns of older people in New Hampshire," said Ally.

Ally is currently President of AARP New Hampshire. In this volunteer role, which she assumed in September 2007, she oversees the work of the organization's New Hampshire Executive Council, collaborates with state leadership to ensure the achievement of AARP's strategic goals, serves as spokesperson, and continues to build partnerships with leaders in business, government and nonprofits.

Ally has served as anchor, host, producer, and reporter at New Hampshire Public Television's New Hampshire Outlook and New Hampshire Roundtable. She was also a freelance news reporter at WMUR; reporter and producer for Healthline, and co-host of Granite State Challenge.



During the 2002 New Hampshire Senatorial and Congressional campaigns, Ally moderated the candidate debates that aired on New Hampshire Public Television, New England Cable News and C-Span. Throughout her years of work in television, Ally had the opportunity to speak with people from all over New Hampshire and find out what issues were most important to them as individuals and the State of New Hampshire as a whole.

Ally has earned a variety of awards from the Associated Press, New Hampshire Association of Broadcasters, three New England Emmy Nominations and the Emily Cluett Award for Outstanding Courage and Fortitude.

Issues that are of particular interest to Ally include health care, long-term care, financial security, diversity, and education. She chairs the Planning Committee for the 2009 Conference on Aging, and is a member of the NH Diversity Task Force, and a board member of People Fest, the Manchester Multicultural Festival.

Ally is a graduate of the University of Vermont. She and her husband live in Bedford, NH.

NAMI NH Offers "Side By Side for Independent Living" Program

The National Alliance on Mental Illness in New Hampshire (NAMI NH) is pleased to announce that the program, "Side by Side for Independent Living" is now being offered in various locations across New Hampshire. This series of eight free workshops provides information and guidance for family members and caregivers of older adults with mental illness. The purpose is to help them better understand and support their loved ones in managing their illness and coping with other issues related to aging.

Topics covered by this series include a general overview of caregiver issues, information about mental illnesses, tips on helping to manage a loved one's medical care, older adults and legal concerns, managing changing and challenging behaviors and other topics. The series is based on chapters contained in the NAMI NH guidebook, "A NH Guide to Mental Health and Healthy Aging for Older Adults and Caregivers."

Interested persons can choose to attend all eight workshops or fewer, depending on what topics are of interest to them.

Rick Sherman, a current member and past President of the Board of Directors for NAMI NH, served on the advisory committee that developed the "Side by Side" program. Sherman, who also provides support to a close friend in frail health who lives alone, participated in the first presentation of the "Side by Side" series, which was held in Bedford, NH last fall. She believes that the series is unique in that it helps to educate the older adult and all who are involved in the adult's life, including family members and friends, and professional service providers.

The program also emphasizes encouraging the adult to be as independent as possible, as well as the importance of listening. "The message given over and over by the Side by Side Program is to listen to what the older adult may want, rather than assume we know what that is," says Sherman.

For more information about "Side by Side", or to find out when and where the program is being offered, call Bernie Seifert at **1-800-242-6264** or **603-225-5359**, or email bseifert@naminh.org. You can also visit the NAMI NH web site at www.naminh.org

Vaughan Award Nominations Sought Outstanding senior volunteers to be honored

The NH State Committee On Aging (SCOA) is seeking nominations for the 2009 Joseph D. Vaughan Awards. The Vaughan Awards will be presented in May to one individual (or one couple) from each county who is/are over the age of 60, and who has/have shown outstanding leadership or demonstrated meritorious achievement as volunteers on behalf of New Hampshire's older citizens.

The Vaughan Awards were instituted in 1962 in memory of the Hon. Joseph D. Vaughan, a New Hampshire legislator who was an early advocate on behalf of seniors, and who was instrumental in creating a State Agency dedicated to the well being of senior citizens.

Nominations for the Vaughan Awards are being accepted until **Friday, March 20, 2009**. The 2009 Vaughan Award Announcement and Nomination Form may be obtained by emailing Lia Baroody at lbaroody@dhhs.state.nh.us or calling **1-800-351-1888, Ext. 4339**. You can also find information and the Vaughan Award nomination form on the NH Department of Health and Human Services website located at www.dhhs.nh.gov.

CONFERENCE ON AGING *continued from page 1*

Ally McNair, State President of AARP NH, is chairing the Conference Planning Committee this year. "Thanks to the efforts of the service providers, consumers and representatives of the NH State Committee on Aging who are hard at work as members of the planning committee, this year's conference promises to be the best one ever!"

FREE limited bus transportation, including accommodations for those with vision or hearing loss, is available again this year, for seniors coming from any part of the state.

For persons with vision or hearing loss, assistance will be available and can be requested on the Conference registration form or by calling the Conference fiscal agent, The Community Health Institute, **prior to the conference, at 603-573-3302**.

Partners in planning this year's conference include The NH Department of Health and Human Services, Bureau of Elderly and Adult Services (BEAS); the NH State Committee on Aging (SCOA), The NH Association of Senior Centers, and the NH Coalition on Aging Services. Sponsors to date include Public Service of New Hampshire (Platinum Sponsor), the following Gold Sponsors: AARP New Hampshire, Seniors Count and Northeast Health Care Quality Foundation; and the following Silver Sponsors: Lutheran Social Services-Smartcare and Bentley Commons of Bedford.

More information on registration, exhibits, sponsors and workshops may be obtained by calling Priscilla Davis at The Community Health Institute (**603-573-3302**). You can also visit the BEAS web site at www.dhhs.state.nh.us/DHHS/BEAS

Fruits and Veggies – More Matters!

Need to improve your health by eating more fruits and vegetables? Visit the website at www.fruitsandveg-giesmorematters.org. The website now includes a video center featuring 275 short videos (each one is less than 2 minutes long), which show how to select, store and prepare different fruits and vegetables. Sponsored by the NH Department of Health and Human Services and the Produce For Better Health Foundation.



Enter the 2009 "Aging In Focus" Photography Contest!

The NH State Committee on Aging, and the NH Department of Health and Human Services, Bureau of Elderly and Adult Services, are pleased to announce the 2009 "Aging In Focus" Photography Contest.

The purpose of the contest is to enhance the image of people age 60 and older by showing the many different faces of aging and highlighting the diverse interests and accomplishments of older adults.

There are two categories for contest entries: a youth category for photographers under age 18 and an adult category for photographers age 18 and older.

Either the photographer or the subject of the photo must be a resident of New Hampshire.

One entry per photographer may be submitted. The photo must not have been previously published elsewhere. Once submitted, entries will not be returned.

The photo must include one person or a group of people age 60 or older. Examples of possible photo content include an elder or elders engaging in their work or in a hobby/activity, intergenerational scenes, or photos that depict emotional expression or humorous situations.

Entries must be received by **Friday, April 3, 2009**. To learn more about the contest guidelines, including how and where to submit your entry, visit the BEAS web site at www.dhhs.nh.gov/dhhs/beas or call Margaret Morrill at **1-800-351-1888, Ext. 4683** or email mmorrill@dhhs.state.nh.us

COMMISSIONER'S CORNER



COMMISSIONER NICHOLAS TOUMPAS

Not too long ago we shared with you some preliminary findings from the listening sessions held throughout New Hampshire and sponsored by the Department of Health and Human Services (DHHS) Bureau of Elderly and Adult Services (BEAS), the UNH Institute on Disability, and the State Committee on Aging (SCOA). As you may recall, this series of forums, held last summer, was an opportunity for us to reach out and connect with our consumers, as well as our providers. The final report from the sessions is now complete. While the results themselves are not necessarily surprising, what was surprising was how frequently many of these issues were raised.

For those of you not familiar with the listening sessions, we held twelve for consumers/communities and five for providers. In all, nearly 360 people attended. At the time we held the forums, the economic situation was bleak. Increasing costs for energy, food and medication had many seniors asking some pretty tough questions, like: Will I be able to stay warm in my home this winter? Will I be able to afford my medications? Am I going to have to choose between paying rent and buying groceries? Concerns about the economy were raised in all of our forums a total of 396 times. BEAS staff that attended the sessions heard and felt the very real sense of uneasiness and uncertainty.

The forums provided us with an opportunity to not only hear from you but to also inform you about New Hampshire's transformation efforts around person-centered services. Person-centered services are organized around the person receiving the service. The individual customizes their long-term plan based on their strengths and network of supports, and this allows for greater choice and independence. NH's transformation efforts support people living in their homes for as long as possible, if that's what they choose.

We had 378 comments relating to consumer directed, home and community based services. However, there was concern expressed about the lack of a wide range of safe, affordable options in home and community based care, especially in the more rural regions of the State.

In this day and age, when information is readily accessible from almost anywhere you go, it was hard to believe how many times communication was raised as an issue: more than 200 times. People expressed that they want information about available services but don't know where to get it. Many rely on word of mouth to get their information. Other communication resources include agency newsletters and community newspapers. Forum participants stated that information needs to be culturally sensitive and easy to understand, and should be distributed through multiple venues.

Transportation was another hot button issue that was raised at all of our community forums. While there is a need for better transportation in all areas of the State, it is of particular concern in rural areas where less public transportation is available. The need to address this issue will become even greater as more people remain in their homes as they age.

Since the community discussions just a few months ago, the economic climate in New Hampshire has gone from bad to worse. But the issues raised in the forums are still very real and relevant. December's ice storm helped to reinforce the importance of some of them...like transportation, public safety, and simply remembering to check in on the welfare of your neighbor. I have touched on just a few of the issues that came out of the forums, but there were many other equally important topics discussed, and I encourage you to read more about them in the final report. You can find it on our website at www.dhhs.state.nh.us/DHHS/BEAS

This was a great opportunity for us to connect with consumers in person to hear first hand what's important as we plan for the future of long-term care in New Hampshire. But this is only the beginning. We will be using this information as we draft the next State Plan on Aging. It is our hope as we move forward that we can work together to be more efficient and effective as we help people get the services they need and want in their communities.

EBT Web Portal Improves Access to Information

In the Fall 2008 edition of Aging Issues, we introduced you to a new NH Department of Health and Human Services initiative called Project Acces: Front Door. Project Acces is working on ways to make it easier for people to apply for DHHS programs and services, as well as ways to improve customer service and service delivery. The project also makes every effort to highlight advances that are being made in various DHHS program areas.

One exciting development we'd like to share with you is the EBT Web Portal which may be accessed at www.ebtedge.com. The web portal enables people who receive food stamps or cash assistance from DHHS to view their individual accounts online.

EBT stands for Electronic Benefits Transfer and is one method that the DHHS Division of Family Assistance uses to deliver benefits to eligible recipients. Benefits automatically transfer to accounts that have been set up for food stamps and cash assistance pro-

grams and are then accessed by recipients who use their EBT cards at participating retailers and Automated Teller Machine (ATM) locations.

For example, food stamp benefits are issued to recipients once a month via EBT, and when a recipient goes to a participating retailer to purchase food, he/she swipes the card through a point of sale machine. Only the recipient and the store clerk know that food stamps are being used.

Recipients need a way of tracking their account balances and transactions. Having this information makes it easier to plan purchases and makes it less likely that a recipient will have a purchase rejected due to insufficient funds. The EBT Web Portal provides recipients with online access to their accounts 24 hours per day, 7 days per week

In order to log on, a recipient must put in his/her confidential account number and PIN number, and can then view the account balance, transactions

(except that transaction locations are not identified in order to help ensure confidentiality), and other news or information that may be posted on the web portal.

For recipients who do not have computer access, or prefer to use the telephone, the EBT Call Center is still available 24/7 at **1-888-997-9777**. However, the EBT Web Portal provides recipients with another option for obtaining accurate account information quickly and easily.

The EBT Web Portal was first introduced in 2007, but has been further publicized beginning last November in the notices of decision issued by DHHS to people determined eligible for benefits. The usage of the EBT web portal increased from 7,276 recipients in November 2008 to 9,990 recipients in December 2008, and this is expected to increase.

REMEMBER: To avoid becoming a victim of fraud, do not disclose information about your EBT card, benefits or PIN number to anyone.

For more information about Project Acces, contact Laura Collins, Project Manager, at **603-271-8339** or email Laura.K.Collins@dhhs.state.nh.us

The Joy of Learning: OLLI Offers Courses for People 50+

If you're looking for some new and interesting activities, consider The Osher Lifelong Learning Institute (OLLI), which is now offering spring courses. OLLI, administered by Granite State College, provides adults age 50 and older with an exciting opportunity to add to a lifetime of learning.

OLLI is a community-based membership organization with a simple philosophy: an active mind creates a sense of mental, physical, and social well being. OLLI programs consist of lectures, short courses, and other educational activities that are shaped by the interests of the members. There are no entrance requirements, tests, grades, and no need for prior college experience - just the chance to join your peers in learning for the fun of it. Annual OLLI membership costs \$35 per person, and once you are a member, you can register for as many classes as you wish.

Programs are generally led by retired educators, topic experts, and qualified members. Members design each session's curriculum. Most program activities are planned for the daytime hours and are held at easily accessible locations in the community.

OLLI members choose the courses they wish to explore, and educational offerings may be different from community to community. Arts, literature, music, history, technology (computers), world and local events, healthy aging and environmental issues are all very popular.

OLLI is funded by the Bernard Osher Foundation, which initially funds more than 100 lifelong learning programs throughout the United States. The Osher Foundation has awarded Granite State College a grant to establish the program for adults over 50. For more information, call **603-513-1377** or in Conway: **603-447-3970**, or email olli.office@granite.edu. You can also find more information and a complete listing of spring courses on the OLLI website at www.granite.edu/olli

AGING ISSUES

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www.dhhs.nh.gov/dhhs/beas

Send news items or other correspondence to NH BEAS, 129 Pleasant St., Concord, NH 03301-3857, Attn: Margaret Morrill for *Aging Issues*, or email: mmorrill@dhhs.state.nh.us

Senior Nutrition Programs Provide Vital Supports ■ by Roberta Berner

All across New Hampshire, in cities, towns and rural areas, older adults benefit from congregate and home-delivered meals. Last year, 1,849,492 meals were provided for more than 20,000 individuals.

Ten nonprofit organizations, members of the New Hampshire Coalition of Aging Services, provided congregate and home-delivered meals last year through a grassroots network of 115 sites statewide, including senior centers. These senior nutrition programs are critical components of the state’s community-based long-term care system, supporting the health, dignity and independence of older adults.

Congregate meals (also referred to as community dining) are served in senior centers, town halls and other community locations. The number of meals served per week varies, depending on the location. In addition to enjoying a nutritious meal, community dining offers an opportunity to socialize with friends and neighbors. Most locations also offer a range of other activities before, during and after the meal: health clinics (in cooperation with health care providers), exercise programs, educational and recreational activities, and entertainment.

For example, just in the past week, the Upper Valley Senior Center in Lebanon offered crafts and quilting, a foot clinic, a blood pressure clinic, fiddle and

piano music, country guitar entertainment, and a lunchtime presentation on spinal stenosis. The next day there was a presentation on the shingles vaccine, as well as line dancing, a drawing class, and a whist card party. The menu for the week included Swedish meatballs, noodles, green beans and a tossed salad one day; barbecued chicken, veggie mix and coleslaw on another day, and ham, wild rice, asparagus and tossed salad on a third day.



Edith Wheeler (l) and Barbara Austin enjoy a meal at the Orford Senior Center. Photo by Jodi Austin

Home-delivered meals (also known as Meals on Wheels) are another critical means of support. Home delivered meals are brought to the homes of frail adults who are not able to shop for groceries or prepare nutritious meals. With the delivery of the meal comes a safety check and a greeting from the driver.

Sometimes the home delivered meals driver is the only person that a homebound adult sees during the day. Drivers have frequently been the first to notice a problem or an emergency with an individual and have then called emergency responders, thereby averting potentially devastating consequences.

A blend of federal, state and local funding makes New Hampshire’s senior nutrition programs possible. Depending on the funding source, some programs charge a small fee for meals, and others do not charge a fee, but encourage voluntary donations.

In today’s tough economy, many seniors already living on fixed incomes have experienced even more financial strain, and are often forced to choose between paying for food or other basic expenses, such as housing and medicine. Senior nutrition programs are therefore more critical than ever.

continued on Page 6



Celebrating Valentine’s Day at the Littleton Senior Center Photo by Jodi Austin

Veterans Corner

Vet Centers: Helping and Healing the Effects of Combat Stress

In this edition of *Aging Issues*, we’d like to share information about the services available through New Hampshire’s community-based Vet Centers. Nationally, Vet Centers were founded over 28 years ago to provide readjustment counseling for Vietnam combat veterans and their families. With the recognition of the longer-term psychological effects of combat stress, the Vet Center mission has been expanded to include all combat zone veterans from wars and incursions going back to WWII and up to the present.

There are over 200 Vet Centers in the United States. Vet Centers are separate and distinct from the VA Medical Centers but collaborate on many veterans’ cases. In New Hampshire, Vet Centers are located in Manchester and Berlin. Although, not an official Vet Center, Monadnock Family Services performs many of the same functions in the Keene area. Outreach and fee-for-service contracts have been developed to serve the Lakes Region and the Seacoast Region. A mobile Vet Center van will soon be in operation to serve veterans in more rural areas.

Although most services are delivered at the Vet Centers, veterans and their families can receive services where needed, including visits with veterans in their own homes. Operational hours are variable, depending on the need. Privacy and confidentiality are strictly maintained.

Vet Centers are staffed by professional counselors, many of whom are veterans themselves, following the model of “veterans helping veterans”. New Hampshire leads the nation in the Vet Center model, and has received recognition as the “best clinical practice” from the U.S. House Committee on Veterans Affairs. Our subcommittee recently had the privilege of meeting with the Manchester Vet Center staff and two clients, both older veterans. One client related that his marriage was saved by the excellent treatment he received at the Vet Center. The other, with the help of the Vet Center counseling, was able to achieve stability in his life after many years of suffering the effects of PTSD.

According to Caryl Ahern, Team Leader of the Manchester Vet Center, approximately 50% of the veterans and families counseled by her team served prior to the Gulf wars – Vietnam, Korea and WWII. The stress of combat may persist with veterans all of their lives and can become psychological “baggage” that affects them in later years, if not diagnosed and treated. Stories from current conflicts can trigger repressed effects of stress in older veterans. The anxiety of retirement and attendant loss of daily structure can also reactivate repressed emotions, as can the loss of a spouse, child or other loved one. Bereavement, isolation, loneliness and depression, which frequently affect elders, can be exacerbated by unresolved combat stress.

Further, there are emerging indications that undiagnosed traumatic brain injury (TBI) from prior combat can lead to longer term stress disorder, dementia, and

FROM MARGARET MORRILL, AGING ISSUES MANAGING EDITOR:

I’d like to thank Dr. Bob Montgomery and Ken Brooks, both veterans and former members of the State Committee on Aging (SCOA), for all their time, writing talents, and dedication to previous Veterans Newsfront columns in *Aging Issues*. Their help has been invaluable! SCOA’s Veterans Subcommittee will now be authoring this column, which will be called “Veterans Corner.” The Subcommittee is assuming responsibility for the column as part of its mission, which is education, awareness and advocacy for older veterans, to ensure that they have information about their benefits and know how to access them. Subcommittee members include Dr. Russell Armstrong (Chair), Louis Paré, and Dorothy Solomon.

FROM THE SCOA VETERANS SUBCOMMITTEE:

Over the last several editions of *Aging Issues*, Dr. Bob Montgomery and Ken Brooks have authored the Veterans’ Newsfront column, enlightening and challenging veterans with practical information, interesting anecdotes and personal insights designed to make older veterans wiser, healthier and happier. We are grateful to Bob and Ken both for imparting their wisdom in the past and for their willingness to carry on with the column as we became better educated on the veterans’ support organizations around our State. Bob and Ken – we salute you!

symptoms similar to Parkinson’s disease and diabetes¹. Both TBI and post-traumatic stress disorder (PTSD) can lead to drug and alcohol abuse. And the suicide rate among older veterans is much higher than their civilian counterparts². The Vet Centers are there to address and alleviate these issues.

All too often, the combat-related stress affects the veteran’s family in ways that are physically and psychologically injurious, especially to children, and can linger for years. Acceptance, healing and forgiveness of the effects of such stress can only come from understanding its sources and symptoms – and getting beyond the stigma that some veterans associate with seeking treatment for mental health issues. The Vet Centers strive to alleviate the stress, foster understanding, promote personal and family wellness and mend relationships that have suffered from the effects of combat-related stress for veterans and their families of all ages.

In addition to counseling veterans on combat stress, Vet Centers also provide specialized counseling for sexual trauma and its related stress. Veterans can also receive information about, and advocacy for, veterans’ benefits, and referrals for medical care, employment counseling and community resources. There are no financial charges to eligible veterans and their families for Vet Center services – you earned them, you get them! For more information on eligibility, counseling and other services provided by New Hampshire’s Vet Centers, contact Caryl Ahern in Manchester (668-7060), Jay Sprinkle in Berlin (752-2571) or A.J. Paige in Keene (357-6878). On the web, go to <http://www.vetcenter.va.gov/>

¹ Long-Term Consequences of Traumatic Brain Injury, Committee on Gulf War and Health, Institute of Medicine of the National Academies, The National Academic Press, Washington, DC, 2008 (available at www.nap.edu/catalog/12436.html).

² Kaplan M.S., Huguet N., Benton, McFarland H., Newsom J.T., “Suicide rate among male veterans: a prospective population-based study”, *J. Epidemiol. Community Health*, 2007;61:619-624.

Telecommunications Update

Video Relay Service Installed at the Belknap County ServiceLink Resource Center

On January 8, 2009, David Krueger, a representative of Sorenson Communications, installed a Video Relay Service system at the Belknap County ServiceLink Resource Center. Sorenson, a provider of industry-leading communications services and products, donated the system.

In the past, individuals who are deaf and who use sign language used a TTY/TTD to type messages to a Relay Operator, who would, in turn, voice to the hearing party that the deaf individual was communicating with on the telephone. Now individuals who use sign language to communicate will be able to use Video Relay Services by communicating via sign language to the Video Relay Operator (who is a sign language interpreter). The Video Relay Operator will in turn voice the information to the hearing person that they are communicating with.

"We thank Sorenson for providing this device and for installing it at the Belknap County ServiceLink Resource Center. This will definitely enhance the ability of sign language users to communicate in their native language with hearing service providers," said Joan Marcoux, Vision and Hearing Program Specialist at the NH Department of Health and Human Services, Bureau of Elderly and Adult Services. "We are also looking into the feasibility of installing additional video relay devices at other ServiceLink sites."

Note: For information about resources that can assist people with vision and hearing loss, contact Joan Marcoux, Vision and Hearing Specialist, at **1-800-351-1888, Ext. 8352**.

NHDDS Program Makes Phone Use Easier

Northeast Deaf and Hard of Hearing Services (NDHHS), located in Concord, NH, has a special program called The NH Telecommunications Distribution Program. This is intended for residents of New Hampshire who have vision loss, hearing loss or loss of mobility, and who experience challenges when using a telephone in the traditional manner. Through this program, they can obtain a new phone that enables them to communicate effectively.

Phones are available free of charge or at a low cost, provided that certain income guidelines are met. Please note that the CAPTEL phone, which captions as you listen to the speaker, is available through this program.

For more information, contact Glennys Crane-Emerson at NHDDS, at **224-1850, Ext. 207** or email programspeg@nhdds.org

NHDDS provides services and resources specific to the Deaf and Hard of Hearing community, as well as information about hearing loss. NHDDS seeks to empower, educate and advocate for equal access and opportunity for the Deaf and Hard of Hearing citizens of New Hampshire.



A new video relay service system was recently installed at the Belknap County ServiceLink Resource Center.

Medicare & You

Q: My 76-year old mother has Alzheimer's disease. My wife and I have been caring for her at home for several years, but her illness is getting worse, and the doctor thinks she may need nursing home care in the not-too-distant future. We're trying to plan ahead by looking at nursing homes now. Someone told me that Medicare has information that helps people compare nursing homes. Can you tell me more?

— Mike in Littleton

A: Dear Mike, Medicare does have an online tool called Nursing Home Compare which was developed by the Centers for Medicare and Medicaid Services (CMS). You can find it on the Medicare web site at www.medicare.gov/NHCompare. Nursing Home Compare was recently improved to help people find information more easily.

This tool features a system involving an overall five-star rating for each nursing home. This rating is based on the star ratings for three separate categories: health inspections, quality measures and staffing levels. Nursing homes with five stars are considered to have above-average quality compared to other nursing homes in that state. Nursing homes with one star have quality much below the average in that state (but the nursing home still meets Medicare's minimum requirements).

CMS recommends that you follow these steps:

Step 1: Visit Nursing Home Compare to find a nursing home in your area. Search by nursing home name, city, county, state or ZIP code.

Note: You can also locate a list of licensed nursing homes in New Hampshire by contacting the NH Department of Health and Human Services, Bureau of Health Facilities, at **1-800-852-3345, Ext. 4592** or visit the NH DHHS web site at www.dhhs.state.nh.us/DHHS/BHFA and access the "NH Health Care Facilities" link on the right-hand side of the page.) Once you identify nursing homes you'd like to know more about, you can enter their names onto Nursing Home Compare.

Step 2: Use the information on Nursing Home Compare to compare the quality of the nursing homes you're considering. You may want to compare the Five-Star Quality ratings and other important quality information.

Step 3: Visit the nursing homes you're considering or have someone visit for you. Visit more than once, at different times, and talk with staff. Look around to get a better picture of the services, activities and quality of care and life for residents.

Step 4: Choose the nursing home that best meets your needs. Talk to your doctor or other healthcare practitioner, your family, friends, or others.

More information can be found in Medicare's "Guide To Choosing A Nursing Home" located on the web at www.medicare.gov/Publications/Pub In New Hampshire, you can also contact NH ServiceLink, a network of information and referral centers located throughout the state. Long-term Care Support Counselors located at these centers can help you as you plan ahead for your mother's care, and may suggest other resources that can help you now. Call **1-866-634-9412** to be connected with the ServiceLink Resource Center nearest you.

Letters To ServiceLink

Dear ServiceLink:

Q: My husband and I are both in our late 70's. Ed has dementia and I have some medical issues of my own. None of our children live nearby. We like being independent, but it's becoming more and more difficult to manage everything at home. A friend of mine suggested that I contact ServiceLink. Is there help available for my husband and me?

— Thanks, June

A: Dear June, Thank you for taking the time to write. First, let me tell you about ServiceLink.

ServiceLink is a state-wide organization funded in part by each of the following: The New Hampshire Department of Health and Human Services, Bureau of Elderly and Adult Services, and the Centers for Medicare and Medicaid Services. There is at least one

ServiceLink Resource Center (SLRC) in each county. Our toll-free number (**1-866-634-9412**) will link you to the SLRC nearest you.

The SLRCs were designed to assist seniors, adults with chronic illness or disability, their families, caregivers and providers. We are available to answer long term care questions and to help "link" you to available programs and services such as home health services, transportation, senior centers, elder nutrition programs and much more. We like to say, if you have a question and you don't know who to call, call ServiceLink!

Every SLRC has several specialists, including an Information and Referral Specialist, who answers the general requests for information, a Caregiver Specialist, who provides support and resources for folks who are caring for a loved one, and a Medicare Spe-

cialist, who can answer all of your questions about Medicare—including Medicare Part D! My position is Long Term Support Counselor, which means it is my job to make sure you know what options are available to help you remain as independent as possible, for as long as possible.

June, since each SLRC has a Long-Term Support Counselor who can talk with you about different options, please call ServiceLink's toll-free number, **1-866-634-9412**, to connect with the SLRC in your county. By doing so, you can arrange a meeting so that the Counselor can better understand your needs and discuss available services. The Counselor can arrange a mutually convenient time and place to meet. Please call ServiceLink's toll-free number at your earliest convenience.

SAVE THE DATE

Long-Term Care Facilities Veterans Information Forum

Representatives from nursing homes and other long-term care facilities are invited to attend an information and exchange forum that will focus on the special needs of veterans in long-term care settings and the benefits available to them.

The forum will be held on **Tuesday, May 5, 2009, from 8:30am-2:00pm**, at the National Guard Joint Forces Headquarters, 1 Minuteman Way, Concord, NH.

Featured speakers will include Dr. Marc Levenson, Director of the VA Medical Center in Manchester, NH, Nancy Rollins, Associate Commissioner of the NH Department of Health and Human Services (DHHS), Mary Morin, Director of the State Veterans Council, Mary Christine McPhail, Senior Regional VA Veterans Service Representative, and medical and mental health counseling staff from Veterans Affairs.

For more information, contact Jo Moncher, Bureau Chief of Community-Based Military Programs at DHHS, by emailing JAMoncher@dhhs.state.nh.us or calling **603-271-4402**. There will be no fee for this event, but a nominal charge will be made to cover the cost of lunch. Participants are asked to register their interest by sending an email to Jo Moncher. More information will be distributed in the coming weeks. Participants are eligible for educational credits.

“That’s Life!”

Senior Moments’ annual show will look at the challenges – and the humor – inherent in everyday situations.

Senior Moments, a theater group of older adults, will present its annual show, “That’s Life!” on Saturday, June 7th at 7:00 pm, and Monday, June 8th, at 2:00 pm at The Bethany Church, Breakfast Hill Road, in Rye, NH. The admission cost will be \$12.

Senior Moments, which is sponsored by the Seacoast Repertory Theater in Portsmouth, NH, was founded by Joanne Dodge in 1999. In addition to their annual show, *Senior Moments* performs brief plays about numerous issues affecting seniors, and has performed at conferences, senior centers, and other venues throughout the State.

Recent *Senior Moments* productions include “There Is A Tomorrow”, a collection of five brief plays about depression and the elderly, which were presented in conjunction with the statewide Referral, Education, Assistance and Prevention Program (REAP), and “I Haven’t Got Time For The Pain”. The latter, which was presented in partnership with the New Hampshire Pain Initiative, depicted ways of coping with chronic pain and was performed at 25 locations statewide.

Plans for 2009 include working with The Northern New England Poison Center to present plays on safe medication use.

Senior Moments welcomes new members. For more information, email Joanne Dodge at joannedodge@comcast.net or call **603-749-2084**.

SENIOR NUTRITION PROGRAM *continued from page 4*

Without a great deal of fanfare and thanks to grassroots support and public funding, nonprofit elder service providers are providing vital nutritional support across the State every day. The basic service of a daily meal can help New Hampshire citizens to remain living in their own homes and communities for as long as possible.

For more information on where to locate congregate and home-delivered meals programs in your area, call NH ServiceLink at **1-866-634-9412**.

Roberta Berner is President of the New Hampshire Coalition of Aging Services, and Executive Director of the Grafton County Senior Citizens Council.

The NH Coalition on Aging Services provides leadership and support to help develop and strengthen the network of community-based services provided to older adults living in New Hampshire. The Coalition also provides a forum for assessing the ongoing needs of older adults and adults with disabilities, and for provider education and discussion around issues related to service provision. This includes conducting annual client satisfaction surveys for planning purposes. For more information about the Coalition and its activities, email Roberta Berner at rberner@gcsc.org or call 603-448-4897.

AARP Offers Free Tax Help

From February 1 through April 15th each year, the AARP Tax-Aide Program is available to low-to-middle income taxpayers, with special attention to those aged 60 and older. This includes free one-on-one counseling, as well as assistance on the telephone and internet to help individuals prepare basic tax forms, including the 1040, 1040A, 1040EZ and other standard schedules. For more information, and to find a tax aide site near you, visit the website at www.aarp.org/states/nh

Avoiding Stimulus and Tax Return Scams

In a press release dated January 27, 2009, Attorney General Kelly Ayotte reminded consumers during tax season to be aware of stimulus and tax return scams. These scams have been originating via e-mail and request personal information including bank account numbers, passwords, social security numbers and personal identification numbers. The e-mail purports to be from the Internal Revenue Service with the subject line:

Economic Stimulus Payment Online Form

The body of the email reads as follows:

After the last annual calculations of your fiscal activity we have determined that you are eligible to receive a Stimulus Payment. Please submit the Stimulus Payment Online Form in order to process it.

A Stimulus Payment can be delayed for a variety of reasons. For example submitting invalid records or applying after the deadline.

To submit your Stimulus Payment form, please download the attached document.

Note: If filing or preparation fees were deducted from your 2007 Refund or you received a refund anticipation loan, you will be receiving a check instead of a direct deposit.

Regards,
Internal Revenue Service

THIS IS A SCAM, DO NOT RESPOND.

Do not provide personal or financial information.

In this particularly difficult economic environment, General Ayotte warns consumers to pay very close attention to all mail and email they receive claiming that they have, in some fashion, earned a financial reimbursement or award from any source.

The Internal Revenue Service does not ask for detailed personal information by email, General Ayotte emphasized. “Scam artists can reproduce the IRS insignia perfectly, so you cannot rely on the official looking appearance of the email,” she said.

General Ayotte strongly encourages citizens to visit the Internal Revenue Service web site dedicated to recognizing bogus IRS phishing e-mails. This is located at www.irs.gov/privacy. “Consumers should be alert about receiving mail or e-mails similar to this from other governmental or private agencies that appear genuine.” Consumers are urged to place an independent call to the legitimate agency or company, preferably to its local office, to confirm whether the email originated from the legitimate agency.

If you, or a family member or friend, question the authenticity of any email or mail offer, please contact the NH Attorney General’s Office, Consumer Protection & Antitrust Bureau, 33 Capitol Street, Concord, NH 03301. You can reach us by calling **(603) 271-3641** or toll-free in New Hampshire at **1-888-468-4454, TDD 1-800-735-2964**.

CALENDAR

State Committee on Aging Meetings

For information, call **1-800-351-1888, Ext. 4384**.

Area Committees on Aging

Meeting schedules and locations are subject to change and may be adjusted during the summer months. For more information, call the ACOA Chairperson listed on the directory page of *Aging Issues*.

Belknap – Third Wednesday of each month at 1 pm, at varying locations.

Carroll – Second Wednesday of each month at 1 pm, at the Tri County CAP Resource Center, Route 16, Tamworth, NH

Cheshire (Monadnock Senior Advocates, covering Cheshire County and western Hillsborough County) – The committee no longer holds monthly meetings, but hosts special events during the year. A steering committee meets regularly for planning purposes, and publicizes events through email and newspaper advertising. People interested in joining the steering committee can call Martha Bauman at **352-8775** or Jennifer Seher at **352-9354**.

Coos – Meets quarterly, on the second Tuesday of the month at 10 am, in varying locations.

Grafton – Meets every other month, on the second Monday at 9:30 am, at the Plymouth Regional Senior Center, Depot Square in Plymouth. Call the senior center at **603-536-1204** or email carolynw@nhsenior.com

Greater Manchester – Third Wednesday of each month (September to June) at 10:00 am, at the William B. Cashin Senior Activity Center, 151 Douglas St., in Manchester. (Telephone: **603-624-6536**). The committee is currently preparing for the Senior Successability event scheduled for June 2009 (more information will be available later on).

Greater Nashua – Last Wednesday of each month, at 1:30 pm at the Senior Center on 70 Temple St. in Nashua. For more information, call **603-889-6155** or Michele Canto at **603-882-3000**.

Merrimack – Third Tuesday of each month, from 10:00-11:30 am, in the Resource Room at Horseshoe Pond Place, 26 Commercial St. in Concord. (Telephone: **603-228-6956**) To be added to the mailing list, contact one of the committee co-chairs listed on page 8.

Rockingham – Third Tuesday of each month, at 10 am, at the Rockingham County Complex in Brentwood. For more information, call **603-893-9768** or **603-334-6594**.

Strafford – Second Thursday of each month at noon at varying locations. For more information, contact Becky Silvia at **603-332-7398**.

North Country Senior Action (Tri-County area, covering Coos, Carroll, and Grafton Counties) – Fourth Friday of each month, at 9:30 am, at varying locations.

| NH ServiceLink Resource Center Network | |
|---|------------|
| Established in 2000, ServiceLink is a statewide network of locally administered, community-based resources for seniors, adults with disabilities and their families. ServiceLink is a free information, referral and assistance service, with local offices in 13 communities and with many satellites offices throughout New Hampshire. ServiceLink Resource Centers answer questions and connect users to the appropriate services that support healthy and independent living. Call toll-free 1-866-634-9412 to connect with any Resource Center, or visit the web site at www.ServiceLink.org | |
| Resource Center Location | Telephone* |
| Belknap County (Laconia)..... | 528-6945 |
| Carroll County (Chocorua)..... | 323-9394 |
| Coos County (Berlin)..... | 752-6407 |
| Grafton County | |
| Lebanon | 448-1835 |
| Littleton..... | 444-4498 |
| Hillsborough County | |
| Manchester | 644-2240 |
| Nashua..... | 598-4709 |
| Merrimack County (Concord)..... | 228-6625 |
| Monadnock Region (Keene)..... | 357-1922 |
| Rockingham County | |
| Portsmouth..... | 334-6594 |
| Salem | 893-9769 |
| Strafford County (Rochester) | 332-7398 |
| Sullivan County (Claremont) | 542-5177 |
| *All area codes are 603 | |

| Bureau of Behavioral Health: Community Mental Health Centers | |
|--|------------|
| Community Mental Health Centers (CMHCs) are located in 10 regions of New Hampshire and are administered by the NH Department of Health and Human Services, Bureau of Behavioral Health (BBH). Services provided by CMHCs include, among others, assessment and evaluation, individual and group therapy, case management, medication management and 24-hour emergency services. CMHCs provide services to people of all ages, and there are specialized older adult services. For more information, visit the website at www.dhhs.state.nh.us/DHHS/BBH . You can also call NH ServiceLink at 1-866-634-9412 to locate the CMHC in your area. | |
| Location | Telephone* |
| Concord (Riverbend Community Mental Health) | 228-1551 |
| Conway, Littleton, Berlin and Colebrook areas (Northern Human Services) | 447-3347 |
| Dover (Community Partners of Strafford County)..... | 749-4015 |
| Keene (Monadnock Family Services)..... | 357-6878 |
| Laconia (GENESIS Behavioral Health)..... | 524-1100 |
| Lebanon/Claremont (West Central Behavioral Health Inc.)..... | 448-0126 |
| Manchester (Mental Health Center of Greater Manchester) | 668-4111 |
| Nashua (The Greater Nashua Mental Health Center)..... | 889-6147 |
| Portsmouth (Seacoast Mental Health Center) | 431-6703 |
| Salem/Derry (Center for Life Management)..... | 434-1577 |
| *All area codes are 603 | |

| Bureau of Developmental Services: Area Agencies | | |
|---|---|---------------------------------|
| The Area Agencies administered by the NH Department of Health and Human Services, Bureau of Developmental Services, are located in 10 regions of New Hampshire and offer services to consumers with developmental disabilities and acquired brain disorders. These services include, but are not limited to: service coordination, community support, assistive technology, day and vocational services, personal care, and flexible family support, including respite care. For more information, contact the Bureau’s main office at 1-800-852-3345, Ext. 5034 or visit the website at www.dhhs.nh.gov/dhhs/bds | | |
| Region | Location | Telephone* |
| I | Northern Human Services (Conway)..... | 447-3347 |
| II | Pathways of the River Valley (Claremont) | 542-8706 |
| III | Lakes Region Community Services Council (Laconia) | 524-8811 or 800-649-8817 |
| IV | Community Bridges, Inc. (Concord) | 225-4153 or 800-499-4153 |
| V | Monadnock Developmental Services, Inc. (Keene) | 352-1304 or 800-469-6082 |
| VI | Gateways Community Services | 882-6333 |
| VII | Moore Center Services, Inc. (Manchester) | 206-2700 |
| VIII | One Sky Community Services (Portsmouth)..... | 436-6111 or.....800-660-4103 |
| IX | Community Partners, Inc. (Dover) | 749-4015 |
| X | Community Support Services Inc. (Atkinson)..... | 893-1299 |
| *All area codes are 603 | | |

| Adult Day Programs In New Hampshire | |
|---|------------|
| Adult day programs are community-based services that provide a planned program of health, social and supportive services during daytime hours in a protective setting. Participants can attend an adult day program for all or part of the day. The following is a list of the licensed adult day programs currently operating in New Hampshire. For more information, contact the NH Department of Health and Human Services, Bureau of Health Facilities Administration (Telephone: 1-800-852-3345, Ext. 4592) or visit the website at: www.dhhs.nh.gov/dhhs/bhfa | |
| Location | Telephone* |
| Berlin (Alzheimer’s Respite Community Center)..... | 752-3336 |
| Brentwood (Rockingham County Nursing Home)..... | 679-5335 |
| Concord (TLC Medical Day Care For Adults)..... | 224-8171 |
| Concord (Beacon Landing) | 225-9694 |
| Derry (Vintage Grace) | 425-6339 |
| Hampstead (Sarah Care Adult Day Services) | 329-4401 |
| Hampton (Seaside Elderly Day Out Center) | 929-5988 |
| Hudson (Gateway Adult Day Service Program) | 883-0994 |
| Jaffrey (Monadnock Adult Care Center) | 532-2428 |
| Keene (Castle Center for Adult Group Day Care) | 352-2253 |
| Laconia (Easter Seals Adult Day Services)..... | 524-0272 |
| Lebanon (Upper Valley Senior Center: Good Company D)..... | 448-4213 |
| Londonderry (Here on Earth, LLC) | 425-1770 |
| Manchester (Easter Seal Society of NH) | 623-8863 |
| Manchester (Elliot Adult Day Program)..... | 663-2405 |
| Nashua (St. Joseph Adult Day Health Center)..... | 598-2470 |
| Newport (Connecticut Valley Home Care Day Out)..... | 542-7771 |
| No. Conway (Merriman House)..... | 356-5461 |
| North Haverhill (Horse Meadow Senior Center) | 787-2539 |
| Plymouth (Regional Senior Center Adult Day Care)..... | 448-4897 |
| Portsmouth (Compass Care)..... | 430-8615 |
| Rochester (Homemaker Home Health Services)..... | 335-1770 |
| Rochester (Rochester District Adult Day Care) | 332-1133 |
| Salem (Silverthorne Adult Day Care Center) | 893-4799 |
| Temple (Maple Hill Community)..... | 878-0717 |
| Whitefield (Alzheimer’s Healthcare Services) | 837-2541 |
| Wolfeboro (Huggins Hospital-Adult Day Care)..... | 569-7500 |
| *All area codes are 603. | |

Senior Centers

Senior centers provide a wide range of important services to help older persons live independently in their communities. Services include, but are not limited to, meals, transportation, health screenings, exercise programs, educational programs, and opportunities to socialize and make new friends. To find out more about the senior center near you, consult the list below (please note that all telephone numbers are area code 603). You can also call NH ServiceLink at **866-634-9412**.

| Cities/Towns | Telephone # | Cities/Towns | Telephone # |
|---------------------------------|-------------|--|-----------------------------|
| Alton* | 875-7102 | Manchester (William B. Cashin Senior Ctr)*..... | 624-6535 or 624-6536 |
| Atkinson* | 362-5531 | Manchester (Prime Time) | 663-6333 |
| Belmont* | 267-9867 | Meredith* | 279-5631 |
| Berlin* | 752-2545 | Merrimack | 424-2100 |
| Berlin (Holiday Center) | 752-1413 | Milton..... | 652-9893 |
| Bradford* | 938-2104 | Moultonboro..... | 476-5110 |
| Bristol* | 744-8395 | Nashua (Senior Activity)* | 889-6155 |
| Canaan (Mascoma Area)* | 523-4333 | New Boston | 487-2884 |
| Center Ossipee* | 539-6851 | New London (Chapin)..... | 526-6368 |
| Charlestown..... | 826-5987 | Newmarket | 659-8581 |
| Chester..... | 206-4786 | Newport | 863-3177 |
| Claremont | 543-5998 | North Conway (Gibson)* | 356-3231 |
| Colebrook | | North Haverhill | |
| (Colby Commons)* | 237-4957 | (Horsemeadow)* | 787-2539 |
| Concord (Horseshoe Pond)* | 228-6956 | Orford* | 353-9107 |
| Danbury..... | 768-3424 | Pelham* | 635-3800 |
| Derry (Marion-Gerrish) | 434-5148 | Penacook | 753-9700 |
| Dover | 742-6916 | Pittsfield* | 435-8482 |
| Exeter | 778-8196 | Plaistow (Vic Geary)* | 382-5995 |
| Franklin (T.R.I.P.)*..... | 934-4151 | Plymouth* | 536-1204 |
| Hanover | 643-5531 | Portsmouth*..... | 431-8677 |
| Henniker (White Birch) | 428-7860 | Raymond (Ray-Fre) | 895-3258 |
| Hopkinton (Slusser Center) | 746-2892 | Rochester* | 332-7845 |
| Hudson | 594-1155 | Salem* | 890-2190 |
| Keene* | 352-5037 | Seabrook | 474-2139 |
| Laconia* | 524-7689 | Somersworth | 692-5169 |
| Lebanon (Upper Valley)* | 448-4213 | Suncook* | 485-4254 |
| Lincoln (Linwood)* | 745-4705 | Whitefield* | 837-2424 |
| Littleton* | 444-6050 | Windham | 434-2411 |
| Londonderry* | 432-7509 | *Senior centers marked with an asterisk are members of the NH Association of Senior Centers. | |

Guide to Services

Bureau of Elderly and Adult Services (BEAS)

The Bureau of Elderly and Adult Services is a state agency providing services and programs to adults aged 60 and over, and to adults between 18 and 60 years of age who have chronic illness or disability.

- Bureau Administrator:** Kathleen Otte
- Central Office:** 129 Pleasant Street, Brown Building
Concord, New Hampshire 03301-3857
- Toll Free Phone:** 800-351-1888
- TDDY:** 800-735-2964
- Web Site:** www.dhhs.nh.gov/dhhs/beas
- District Offices:** For telephone numbers, see “Important NH Phone Numbers” below.

Information on BEAS Services and Programs:

Contact the District Office nearest your home (phone numbers are listed below). If you cannot reach the District Office, call **800-351-1888**.

NH ServiceLink Resource Center Network: 866-634-9412

Adult Protection: The Adult Protection Program is administered by BEAS and is intended to protect incapacitated adults who are unable to protect themselves or their own interests. Under the Adult Protection law, BEAS is responsible for receiving and investigating reports of suspected adult abuse, neglect, self-neglect or exploitation, and when necessary, for providing protective services. To make a report, or for more information, call the District Office in your area or if you cannot reach the District Office, you can call the Adult Protection Unit at the BEAS Central Office at **1-800-949-0470** (if calling within NH) or **603-271-7014** (if calling outside NH).

NH Family Caregiver Support Program: This program can assist family caregivers who need information and help in connecting with local resources, support groups, education programs and temporary respite care. For more information, call NH ServiceLink at **1-866-634-9412** or **1-800-351-1888, Ext. 5554**.

Important New Hampshire Phone Numbers

BEAS District Offices

The Department of Health and Human Services has 12 District Offices located throughout New Hampshire. BEAS staff are located at all 12 of these offices. They provide key services on behalf of seniors and adults with chronic illnesses and/or disabilities, including information and referral, case management, and responsibilities related to the Adult Protection Program.

| | | | |
|------------------|-------------------------------------|-------------------|-------------------------------------|
| Berlin | 800-972-6111 603-752-7800 | Littleton | 800-552-8959 603-444-6786 |
| Claremont | 800-982-1001 603-542-9544 | Manchester | 800-852-7493 603-668-2330 |
| Concord | 800-322-9191 603-271-3610 | Nashua | 800-852-0632 603-883-7726 |
| Conway | 800-552-4628 603-447-3841 | Portsmouth | 800-821-0326 603-433-8318 |
| Keene | 800-624-9700 603-357-3510 | Rochester | 800-862-5300 603-332-9120 |
| Laconia | 800-322-2121 603-524-4485 | Salem | 800-852-7492 603-893-9763 |

Office of the Long-Term Care Ombudsman

The Office of the Long-Term Care Ombudsman receives, services, investigates and resolves complaints or problems concerning residents of long-term health care facilities. The program also provides advocacy services to long-term health care residents, and comments on existing and proposed legislation, regulations and policies affecting long-term care residents. Education is provided to residents, family members and facility staff concerning the legal rights of residents. To contact the Office of the Long-Term Care Ombudsman, call **1-800-442-5640** (if calling within NH) or **603-271-4375** (if calling from outside NH).

Area Committees on Aging

The Area Committees on Aging (ACOAs) are independent local advocacy groups comprised of older adults, service providers and other members of the public. The ACOAs hold community-based meetings to discuss legislation and other issues that affect seniors, and often sponsor educational programs. ACOAs work closely with the State Committee on Aging and other senior groups. For more information on ACOA meetings, see the Calendar section on page six of *Aging Issues*.

| | |
|---|--|
| BELKNAP COUNTY Pat Marceau, Co-Chair 524-3295 Carrie Chandler, Co-Chair 279-2246 | Michele Canto, Co-Chair Nashua 882-3000 |
| CARROLL COUNTY Mary Ellen LaRoche, Acting Chair Chocorua 323-9394 | MERRIMACK COUNTY Grace Walker, Co-Chair Concord 226-7289 John Sokul, Sr., Co-Chair Concord 715-1955 |
| CHESHIRE COUNTY Martha Bauman, Past Chair 352-8725 | ROCKINGHAM COUNTY Becky May, Co-Chair Portsmouth 334-6594 Connie Young, Co-Chair Salem 893-9769 |
| COOS COUNTY Patti Stolte, Acting Chair Berlin 752-3010 | STRAFFORD COUNTY Becky Silvia, Chair Rochester 332-7398 |
| GRAFTON COUNTY Louis Paré Plymouth 536-5380 | SULLIVAN COUNTY Barbara Brill, Co-Chair Newport 863-7708 Pat Kinne, Co-Chair Charlestown 209-0743 |
| HILLSBOROUGH COUNTY (Greater Manchester) Dottie Gove, Co-Chair 668-1920, ext. 4305 Barbara Vigneault, Co-Chair 624-6533 | NO. COUNTRY SR. ACTION Christine McCarthy 444-8888, Ext. 2407 |
| HILLSBOROUGH COUNTY (Greater Nashua) Kay Noel, Co-Chair Nashua 882-5502 | |

| | |
|--|------------------------------------|
| Commodity Supplemental Food Program | 800-942-4321 |
| Consumer Protection for Public Utilities | 800-852-3793 |
| NH Insurance Department Consumer Hotline | 800-852-3416 |
| Food Stamp Information | 800-852-3345 |
| Foster Grandparent Program | 800-536-1193 |
| Fuel Assistance Information | Your Local Community Action Office |
| Governor’s Citizens Service | 800-852-3456 |
| Information about Helpful Services | Dial 2-1-1 (statewide) |
| Legal Services Advice Line | 888-353-9944 or TTY: 800-634-8989 |
| (for Manchester residents only) | 603-624-6000 |
| Medicaid Information | 800-852-3345 |
| Medicare Claims Information | 800-447-1142 |
| Medicare Quality of Care | 800-772-0151 |
| NH Hospital Association (Living Will Information) | 603-225-0900 |
| NH ServiceLink Network | 866-634-9412 |
| Poison Center Helpline | 800-222-1222 |
| Retired & Senior Volunteer Program | 877-711-7787 |
| Senior Companion Program | 800-856-5525 |
| Social Security Administration | 800-772-1213 |
| Veterans Council | 800-622-9230 or 603-624-9230 |

State Committee on Aging

The State Committee on Aging (SCOA) is composed of 18 members, 15 of whom are appointed by the governor and three by the legislative leadership. SCOA identifies and represents the needs of senior citizens to state administrators and policymakers, facilitates participation by consumers in the program planning process and works closely with other advocacy groups on senior issues. SCOA meets monthly and meetings are open to the public. For more information, call Heather Tuttle at **1-800-852-3345, Ext. 4384**, or Dr. Owen Houghton, SCOA Chair, at **532-6970**.

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| Dr. Russell Armstrong 90 Cotton Hill Rd., Gilford 03249 759-2412 (cell) | Ally McNair 21 Cherry Lane Bedford 03110 759-6623 |
| Rep. Robert Bridgham PO Box 242 Eaton Center 03822-0242 447-1733 | Louis Paré 2 Highland View Lane Holderness 03245 536-5380 |
| Rhona Charbonneau 2 Old Derry Rd., Hudson 03051 883-9252 | Judith Pilliod 504 Province Rd. Belmont 03220 524-3047 |
| Joanne Dodge 17 Harmony Rd., Dover 03820 749-2084 | Barbara Salvatore 9 Eagle Drive Bedford 03110-4411 472-2806 |
| Dr. Stephen Gorin 4 Abby Drive Canterbury 03224 783-9523 | Rep. Joan Schulze 11 Spencer Drive Nashua 03062-2406 888-3380 |
| Timothy Gormley 3 Tonga Drive, Bow 03304 228-4704 | Alfreda Smith 98A Brady Ave., Salem 03079 893-8597 |
| Dr. Owen R. Houghton (Chair) 262 Nutting Rd., Jaffrey 03452 532-6970 | Dorothy Solomon Box 993, Albany 03818 447-1199 |
| Jack Liberman 87 Sunapee St., #27 Newport 03773 863-6871 | Donna Woodfin 16 North Spring St., Concord 03301 225-3922 |
| Robert “Butch” Loven 230 Hawkins Rd., Dummer 03588 449-2963 | |